

Did you know that a Medical Aid Unit (MAU) provides urgent care and can be a less expensive alternative to a hospital emergency department or an ER?

What are MAUs?

Medical Aid Units (also known as Urgent Care Facilities) treat injuries or illnesses that are not life-threatening but require care within a few hours or the same day. With a MAU, you don't need an appointment, and you may avoid the longer waits you might find at a busy ER (Emergency Room).

Below, you will find a listing of medical aid units in Delaware including their addresses, telephone numbers, and hours of operation.

MEDICAL AID UNITS

New Castle County

GLASGOW MEDICAL AID UNIT

2600 Glasgow Ave., Newark 302.836.8350
Mon.-Sat. 8:00 am-8:00 pm
Sun. & Holidays 9:00 am-5:00 pm

HOCKESSIN WALK IN MEDICAL CARE

316 Lantana Drive, Hockessin 302.234.4000
Mon.-Sat. 12 Noon-8 pm
Sunday 12 Noon-5 pm
Holidays 12 Noon-4 pm

LIMESTONE MEDICAL AID UNIT

1941 Limestone Road, Wilmington 302.992.0500
Mon.-Sat. 9:00 am-8:00 pm
Sun. & Holidays 9:00 am-5:00 pm

SILVERSIDE MEDICAL AID UNIT

2700 Silverside Road, Wilmington 302.478.1100
Mon.-Sat. 9:00 am-9:00 pm
Sun. & Holidays 9:00 am-6:00 pm

THE MEDICAL AID UNIT AT CHRISTIANA

200 Hygeia Drive, Newark 302.623.0444
(across from Christiana Hospital)
Mon.-Sat. 8:00 am-8:00 pm
Sun. & Holidays 9:00 am-5:00 pm

WALK-IN MEDICAL CARE

209 E. Main Street, Middletown 302.449.1449
Mon.-Fri. 7:30 am-7:00 pm
Sat. 9:00 am-3:00 pm
Sun. & Holidays 11:00 am-3:00 pm

Kent County

WALK-IN MEDICAL CARE

1275 S. State Street, Dover 302.678.1303
Mon.-Fri. 7:30 am-7:00 pm
Sat. 9:00 am-3:00 pm
Sun. & Holidays 11:00 am-3:00 pm

Sussex County

MEDICAL ALTERNATIVE CARE, OCCUPATIONAL HEALTH AND WALK-IN

301 Jefferson Ave., Milford 302.430.5705
Mon.-Fri. 7:30 am-5:00 pm

Medical Aid Units

for Urgent Care



**BlueCross BlueShield
of Delaware**
A CareFirst Company

What can an MAU do for you?

MAUs treat common ailments and injuries including:

- Lacerations requiring stitches
- Joint sprains
- Cuts and minor burns
- Broken bones
- Headaches
- Pediatric medical problems (e.g., eye and ear infections)
- Muscle, joint and back pain
- Asthma attacks
- Fevers and flu
- Allergies
- Routine infections, such as ear, throat, sinus and bladder infections
- Coughs and colds
- Stomachaches
- Sexually transmitted infections
- Emergency contraceptive care
- Mild or moderate vaginal bleeding
- Skin irritation or skin infection

How do MAUs work?

MAUs are staffed by board certified physicians who receive assistance from licensed nurses. The units feature on-site diagnostic equipment, including x-ray and laboratory services, and are generally open at times when your doctor's office may be closed. There is usually a minimal wait time until you can be seen by the doctor, and he/she has access to the same types of medical specialists who might need to see you if you were in an emergency department.



Are MAUs a covered health benefit?

MAU services are covered by your health benefits plan. The cost to you (your copay) is lower if you seek care from a medical aid unit or urgent care center, instead of an ER. Please check your benefits booklet for coverage levels specific to your plan.

When should I go to an ER?

While MAUs are appropriate for common conditions and injuries, life-threatening symptoms, such as chest pains, symptoms of stroke, severe headaches, excessive bleeding or vomiting are best handled by an ER or emergency department. If you are not sure whether your symptoms warrant an ER visit, it's a good idea to check with your doctor. Please note, non-emergency visits to ERs are not covered under your health benefits.

What about a freestanding ER?

A freestanding ER is not considered a MAU, nor is it a traditional emergency room department, which is linked physically to a hospital. Instead, it is located by itself and usually has the designation "Emergency" in its name. While not a trauma center, a freestanding ER is open 24/7, and is generally able to treat most emergencies. It is important to note that a freestanding ER falls under your health plan's Emergency Facility definition, which means the cost may be higher to you if you choose to be treated there instead of at a MAU. If you have any questions, please contact Customer Service at the number on the back of your Blue Cross Blue Shield of Delaware ID card.